

Department of Consumer and Regulatory Affairs (CR0)

The mission of the Department of Consumer and Regulatory Affairs is to protect the health, safety, and welfare of District residents through the regulation of business activities, occupational and professional services, land and building use and rental housing condominium conversion.

Agency Director	Lloyd J. Jordan
Proposed Operating Budget (\$ in thousands)	\$28,908

Fast Facts

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| <ul style="list-style-type: none"> The proposed FY 2001 operating budget is \$28,907,546, an increase of \$282,498 from the FY 2000 budget. There are 412 full-time equivalent (FTEs) supported by this budget. For FY 2001, \$818,000 and 24 FTEs were added to the local budget by the Mayor to support the agency's initiative for Neighborhood Stabilization and License Permit Processing programs. | <ul style="list-style-type: none"> During FY 2001, the agency intends to focus economic development in targeted areas by offering incentives to businesses and establishing a policy on fee waivers for certain types of permits. During FY 2001, the agency intends to increase service delivery to citizens by improving code enforcement and adjudication, response time to complaints, and access to DCRA licensing and permitting services. |
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FY 2001 Proposed Budget by Control Center

The basic unit of budgetary and financial control in the District's financial management system is a control center. The Department of Consumer and Regulatory Affairs is comprised of three control centers that serve as the major components of the agency's budget.

FY 2001 Proposed Budget by Control Center

(Dollars in Thousands)

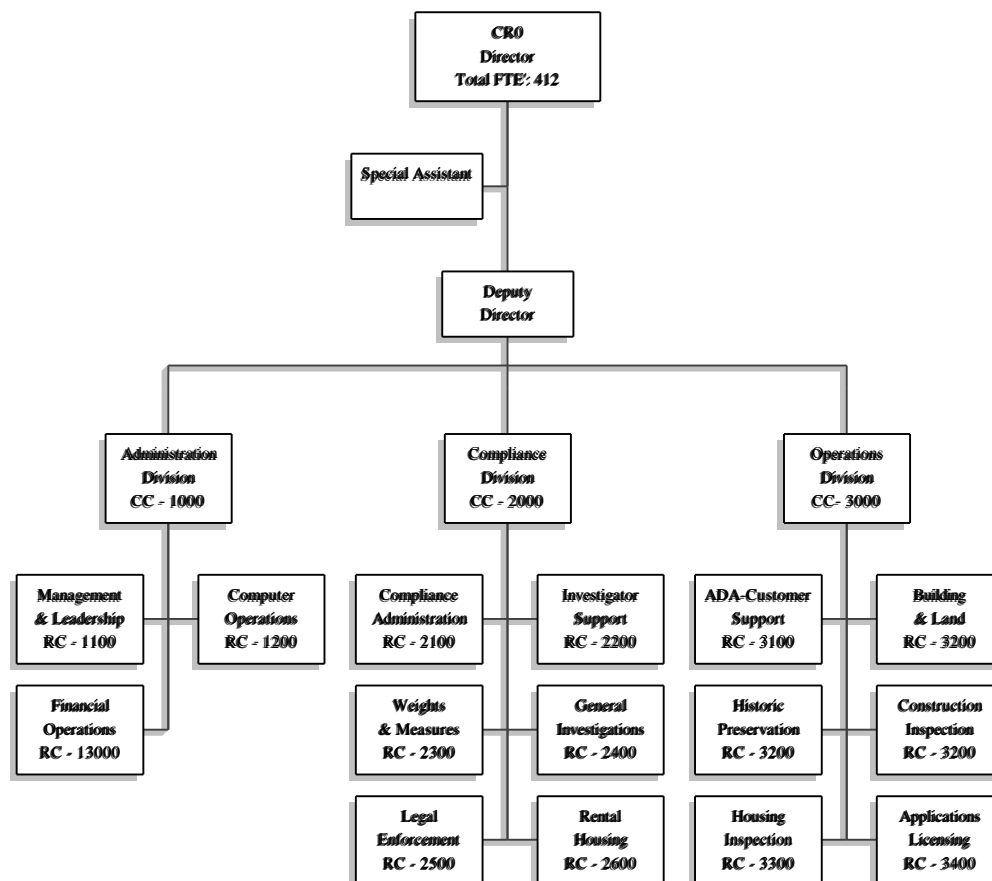
Department of Consumer and Regulatory Affairs

Control Center	Proposed FY 2001 Budget
1000 AGENCY ADMINISTRATION	7,820
2000 COMPLIANCE	3,462
3000 OPERATIONS	17,626
CR0 Department of Consumer and Regulatory Affairs	28,908

Agency Overview and Organization

The Department of Consumer and Regulatory Affairs carries out three general areas of responsibility in ensuring the quality of life and services for District residents. The first area is the licensing of professionals and businesses. The second area includes building, housing and land inspection, enforcement and adjudication. The third area involves the enforcement of business regulations, from Solid Waste facilities to Alcohol and Beverage Control, to enforcing the Americans with Disabilities Act. The department plays a critical role in ensuring a standard of quality for District businesses, residents and professionals program through three control centers (CC):

- **The Operations Division** operates the Customer Service Center, Business and Professional Licensing, Americans with Disabilities Act Enforcement, Building and Land Administration, and Housing and Neighborhood Stabilization.
- **The Compliance and Enforcement Division** regulates and investigates areas in the field of weights and measures, and in alcohol beverage control. This division also provides legal support for licensing, code enforcement for housing and buildings, and for the many boards and commissions who enforce the regulations and license standards.
- **The Agency Administration/Mission Support Division** implements performance measures, adjudicates violation cases, oversees the information systems development, and provides administrative support for the department.



FY 2001 Proposed Operating Budget

The Department of Consumer and Regulatory Affairs' Operating Budget is composed of two categories: (1) Personal Services (PS), and (2) Nonpersonal Services (NPS).

Within the PS budget category are several object classes of expenditure such as regular pay, other pay, additional gross pay, and fringe benefits. Within the NPS budget category are several object classes of expenditure such as supplies and materials, utilities, communications, rent, other services and charges, contractual services, subsidies and transfers, equipment and equipment rental, and debt service.

Authorized spending levels present the dollars and related full-time equivalents (FTE) by revenue type. Revenue types include: Local (tax and non-tax revenue not earmarked for a particular purpose); Federal (revenue provided by the federal government to support federally established programs or grants for particular purpose); Private and Other (charitable contributions and fees from fines, etc); and Intra-District (payments for services provided by one District agency to another District agency).

FY 2001 Proposed Operating Budget

(Dollars in Thousands)

Department of Consumer and Regulatory Affairs

Object Class	FY 1999 Unaudited		Budget FY 2000		Proposed FY 2001		Variance	
Regular Pay -Cont. Full Time	13,507		15,405		16,825		1,421	
Regular Pay - Other	359		273		305		32	
Additional Gross Pay	767		577		577		0	
Fringe Benefits	2,119		2,659		2,831		172	
Subtotal for: Personal Services (PS)	16,751		18,914		20,538		1,624	
Supplies and Materials	602		583		583		0	
Telephone, Telegraph, Telegram	348		237		327		90	
Rentals - Land and Structures	2,388		3,555		2,724		-831	
Other Services and Charges	1,325		1,363		1,435		72	
Contractual Services - Other	5,098		3,597		3,087		-510	
Equipment and Equipment Rental	1,749		377		213		-163	
Subtotal for: Nonpersonal Services (NPS)	11,511		9,711		8,369		-1,342	
Total Expenditures:	28,262		28,625		28,908		282	
Authorized Spending Levels by Revenue Type:								
	FTEs	Dollars	FTEs	Dollars	FTEs	Dollars	FTEs	Dollars
Local	365	22,648	373	25,523	404	25,819	31	296
Federal	5	1,945	4	392	2	379	-2	-13
Other	0	2,751	6	1,210	6	1,210	0	0
Intra-District	0	917	0	1,500	0	1,500	0	0
Total:	370	28,262	383	28,625	412	28,908	29	282

Agency Funding Summary

The proposed FY 2001 operating budget *for all funding sources* is \$28,907,546, an increase of \$282,498 over the FY 2000 budget. There are 412 FTEs supported by this budget. The Department of Consumer and Regulatory Affairs receives 89 percent of funding from local, 1.3 percent from federal, 4.3 percent from other and 5.3 percent from intra-District sources.

- **Local.** The proposed *local* budget is \$25,818,870, an increase of \$295,790 over FY 2000. Of this increase, \$1,624,153 is an increase in personal services, and \$1,328,363 is a decrease in nonpersonal services. There are 404 FTEs supported by local sources.

The change in personal services is comprised of:

- \$1,420,700 increase in regular pay for full-time employees, of which \$818,000 represents an increase by the Mayor for 24 Neighborhood Stabilization Officers and \$602,700 represents annualized salaries.
- \$31,520 increase in the cost for term-full time employees.
- (\$156) decrease in overtime
- \$172,089 increase in fringe benefits.

The change in nonpersonal services is comprised of:

- \$90,206 increase for the telecommunication cost.
- (\$830,799) decrease for rent costs based on Office of Property Management estimates.
- \$71,892 increase for other services and charges
- (\$509,662) decrease in contractual services
- (\$150,000) decrease in equipment.

- **Federal.** The proposed *federal* budget is \$378,876, a decrease of \$13,292 from the FY 2000 budget. The entire decrease is a reduction in grants in nonpersonal services. There are two FTEs supported by federal sources.
- **Other.** The proposed *other* revenue budget is \$1,209,800, which is the same as the FY 2000 budget. There are six FTEs supported by other sources.
- **Intra-District.** The proposed *intra-District* budget is \$1,500,000, which is the same as FY 2000.

Figure 1

**Of the total
Proposed FY 2001
Operating Budget,
89.0 percent is
Local.**

*Other funds and intra-District
funds are 4.3 and 5.3 percent
respectively of the total budget.*

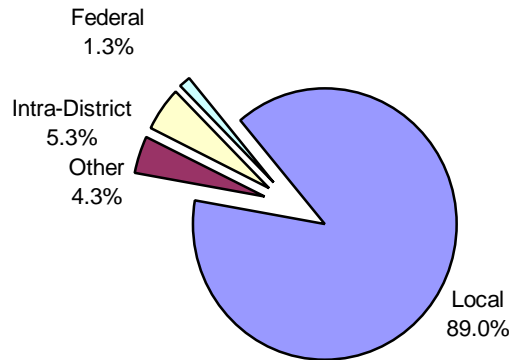
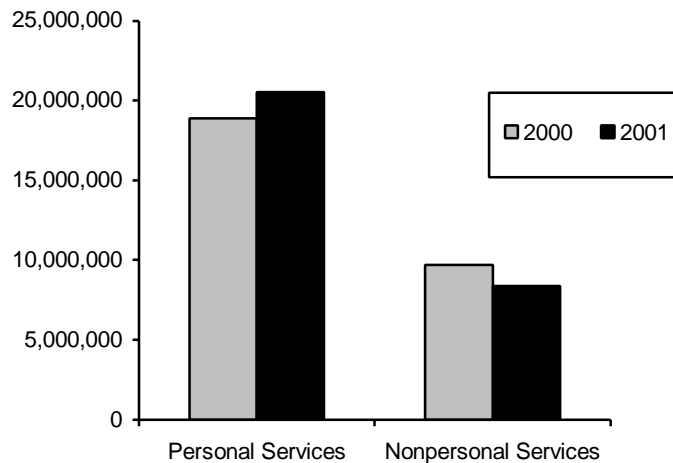


Figure 2

**FY 2001 Proposed
Budget Includes an
Increase for PS and a
Decrease for NPS**

*Personal Services increased by
8.5 percent, from \$18.9 million
in FY 2000 to \$20.5 million, in
FY 2001.*

*Nonpersonal services decreased
by 13.8 percent, from \$9.7
million to \$8.3 million.*



Occupational Classification Codes

Occupational Classification Codes (OCC) are used by federal agencies like the Bureau of Labor and Census Bureau, as a way of classifying workers into eight major occupational categories for the purpose of collecting, calculating, or disseminating data. The Department of Consumer and Regulatory Affairs workforce is divided among five occupational classification codes.

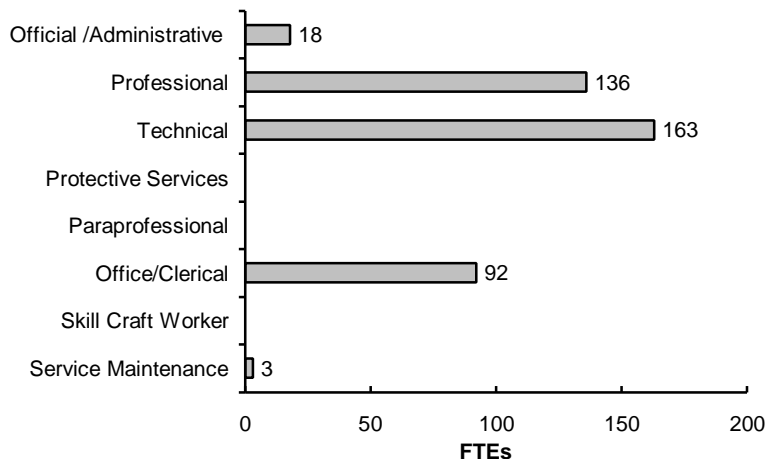
Agency FTEs by Occupational Classification Code

OC Code	FTEs in FY 2001
Official /Administrative	18
Professional	136
Technical	163
Protective Services	0
Paraprofessional	0
Office/Clerical	92
Skill Craft Worker	0
Service Maintenance	3
Total	412

FTE Analysis

Agency FTEs by Occupational Classification Code

The Department of Consumer and Regulatory Affairs is a regulatory agency. Of the total FTEs, 39.6 percent are Technical. Another 33.0 percent are Professional employees and 22.3 percent are office/clerical.



Control Center Summaries

Department of Consumer and Regulatory Affairs

FY 2001 Proposed Operating Budget (Control Center)

AGENCY ADMINISTRATION

(Dollars in Thousands)

Department of Consumer and Regulatory Affairs

Object Class	Budget FY 2000	Proposed FY 2001	Variance
Regular Pay -Cont. Full Time	2,972	3,108	136
Regular Pay - Other	56	63	6
Additional Gross Pay	57	57	0
Fringe Benefits	590	606	16
Subtotal for: Personal Services (PS)	3,675	3,834	158
Supplies and Materials	104	104	0
Telephone, Telegraph, Telegram	35	327	292
Rentals - Land and Structures	15	2,724	2,709
Other Services and Charges	273	273	0
Contractual Services - Other	1,206	429	-777
Equipment and Equipment Rental	230	130	-100
Subtotal for: Nonpersonal Services (NPS)	1,862	3,987	2,124
Total Expenditures:	5,537	7,820	2,283
Authorized Spending Levels by Revenue Type:	Dollars	Dollars	Dollars
Local	5,404	7,687	2,283
Other	134	134	0
Total:	5,537	7,820	2,283

1000 Agency Administration

AGENCY ADMINISTRATION (Dollars in Thousands) Department of Consumer and Regulatory Affairs				
Program			Proposed FY 2001 FTEs	Proposed FY 2001 Budget
1100	OFFICE OF THE DIRECTOR		4	549
1200	OFFICE OF MISSION SUPPORT		45	5,946
1300	OFFICE OF THE CHIEF FINANCIAL OFFICER		15	1,325
1000	AGENCY ADMINISTRATION		64	7,820
Total by Revenue Type:				
1000	AGENCY ADMINISTRATION	Local	64	7,687
1000	AGENCY ADMINISTRATION	Other	0	134
1000	AGENCY ADMINISTRATION	Total	64	7,820

Program Overview

The Agency Administration implements performance measures, adjudicates violation cases, oversees the information systems development, and provides administrative support for the department.

Proposed Budget Summary

The proposed FY 2001 budget for Agency Administration totals \$7,820,327, an increase of \$2,282,837 over FY 2000. There are 64 FTEs supported by this control center

- **Local.** The proposed *local* budget is \$7,686,527, an increase of \$2,282,837 over the FY 2000 budget. Of this increase, \$158,440 is in personal services, and \$2,124,397 is in nonpersonal services. There are 64 FTEs supported by local sources.

Major changes affecting the *local* budget include:

- \$135,871 is an increase in regular pay for full-time employees
- \$6,472 is an increase in regular pay for term full-time employees
- \$16,097 is an increase in fringe benefits
- \$292,206 is an increase in telecommunication services.
- \$2,708,703 is an increase for rent costs based on OPM estimates
- (\$776,512) is a decrease in contractual services.
- (\$100,000) is a decrease in equipment

- **Other.** The proposed *other* budget is \$133,800, which is the same as FY 2000.

2000 Compliance and Enforcement Division

FY 2001 Proposed Operating Budget (Control Center)			
COMPLIANCE			
(Dollars in Thousands)			
Department of Consumer and Regulatory Affairs			
Object Class	Budget FY 2000	Proposed FY 2001	Variance
Regular Pay -Cont. Full Time	2,596	2,716	120
Regular Pay - Other	10	11	1
Additional Gross Pay	101	101	0
Fringe Benefits	467	479	12
Subtotal for: Personal Services (PS)	3,173	3,306	133
Supplies and Materials	84	84	0
Other Services and Charges	71	71	0
Contractual Services - Other	10	0	-10
Subtotal for: Nonpersonal Services (NPS)	165	155	-10
Total Expenditures:	3,339	3,462	123
Authorized Spending Levels by Revenue Type:			
	Dollars	Dollars	Dollars
Local	3,339	3,462	123
Total:	3,339	3,462	123

2000 Compliance and Enforcement Division

COMPLIANCE (Dollars in Thousands) Department of Consumer and Regulatory Affairs				
Program			Proposed FY 2001 FTEs	Proposed FY 2001 Budget
2100	COMPLIANCE ADMINISTRATION		4	277
2200	COMPLIANCE ABC INVESTIGATIONS		15	774
2300	COMPLIANCE WEIGHTS & MEASURES		5	242
2400	COMPLIANCE INVESTIGATIONS		16	864
2500	COMPLIANCE ENFORCEMENT		12	910
2600	RENTAL HOUSING COMMISSION		4	395
2000	COMPLIANCE		56	3,462
Total by Revenue Type:				
2000	COMPLIANCE	Local	56	3,462
2000	COMPLIANCE	Total	56	3,462

Program Overview

The Compliance and Enforcement Division regulates and investigates areas in the field of weights and measures, and in alcohol beverage control. This division also provides legal support for licensing, code enforcement for housing and buildings, and for the many boards and commissions who enforce the regulations and license standards.

Proposed Budget Summary

The proposed FY 2001 budget for Compliance totals \$3,461,520, an increase of \$122,974 over the FY 2000 budget. There are 56 FTEs supported by this control center.

- **Local.** The proposed *local* budget is \$3,461,520, an increase of \$122,974 over the FY 2000 budget. Of this increase \$132,974 is an increase in personal services and a decrease of \$10,000 in nonpersonal services. There are 56 FTEs supported by local sources.

Major changes affecting the *local* budget include:

- \$119,868 increase in cost for full-time employees.
- \$1,130 increase in cost for term full-time employees.
- \$11,976 increase in fringe benefits.
- (\$10,000) decrease in equipment.

3000 Operations Division

FY 2001 Proposed Operating Budget (Control Center)			
OPERATIONS			
(Dollars in Thousands)			
Department of Consumer and Regulatory Affairs			
Object Class	Budget FY 2000	Proposed FY 2001	Variance
Regular Pay -Cont. Full Time	9,837	11,002	1,165
Regular Pay - Other	208	231	24
Additional Gross Pay	420	419	0
Fringe Benefits	1,602	1,746	144
Subtotal for: Personal Services (PS)	12,065	13,398	1,333
Supplies and Materials	395	395	0
Telephone, Telegraph, Telegram	202	0	-202
Rentals - Land and Structures	3,540	0	-3,540
Other Services and Charges	1,019	1,091	72
Contractual Services - Other	2,381	2,658	277
Equipment and Equipment Rental	147	83	-63
Subtotal for: Nonpersonal Services (NPS)	7,684	4,228	-3,456
Total Expenditures:	19,749	17,626	-2,123
Authorized Spending Levels by Revenue Type:	Dollars	Dollars	Dollars
Local	16,781	14,671	-2,110
Federal	392	379	-13
Other	1,076	1,076	0
Intra-District	1,500	1,500	0
Total:	19,749	17,626	-2,123

3000 Operations

OPERATIONS				
(Dollars in Thousands)				
Department of Consumer and Regulatory Affairs				
Program			Proposed FY 2001 FTEs	Proposed FY 2001 Budget
3100	OPERATIONS ADMINISTRATIVE		15	1,003
3200	OPERATIONS BLRA		107	6,357
3300	OPERATIONS NEIGHBORHOOD STABILIZATION		103	6,430
3400	OPERATIONS LICENSING		67	3,836
3000	OPERATIONS		292	17,626
Total by Revenue Type:				
3000	OPERATIONS	Local	284	14,671
3000	OPERATIONS	Federal	2	379
3000	OPERATIONS	Other	6	1,076
3000	OPERATIONS	Intra-District	0	1,500
3000	OPERATIONS	Total	292	17,626

Program Overview

The Operations Division operates the Customer Service Center, Business and Professional Licensing, Americans with Disabilities Act Enforcement, Building and Land Administration, and Housing and Neighborhood Stabilization.

Proposed Budget Summary

The proposed FY 2001 budget for Operations totals \$17,625,699, a net decrease of \$2,123,313 from the FY 2000 budget. Of the decrease, \$2,110,021 is a decrease in local sources and \$13,292 is a decrease in federal sources. There are 292 FTEs supported by this control center.

- **Local.** The proposed *local* budget is \$14,670,823, a decrease of \$2,110,021 from the FY 2000 budget. Of the total decrease, \$1,332,739 is an increase in personal services and \$3,442,760 is a decrease in nonpersonal services. There are 284 FTEs supported by local sources.

Major changes affecting the *local* budget include:

- \$1,164,961 represents an increase in the cost for full-time employees. Of this increase \$818,000 represents an increase by the Mayor for 24 Neighborhood Stabilization Officers and the remainder is an increase for full-time employees.
- \$23,918 increase in term full-time employees.
- \$144,016 increase in fringe benefits.
- (\$156) decrease in overtime.
- (\$202,000) decrease in telephones

3000 Operations Division

- (\$3,539,502) represents a decrease in rent based on OPM analysis
- \$71,892 increase in other services and charges
- \$276,850 increase in contractual services
- (\$50,000) decrease in equipment
- **Federal.** The proposed *federal* budget is \$378,876, a decrease of \$13,292 from the FY 2000 budget. The decrease is due to a reduction in grant. There are two FTEs supported by federal sources.
- **Other.** The proposed *other* budget is \$1,076,000, which is the same as FY 2000 budget. There are six FTEs supported by other sources.
- **Intra-District.** The proposed *intra-District* budget is \$1,500,000, which is the same as the FY 2000 budget.

Performance Goals and Targets

The performance goals and targets below are extracted from the Department of Consumer and Regulatory Affairs Director's performance contract with the Mayor.

GOAL

Enhance the Building Permit Process: Develop and implement a regulatory permit issuance system that will provide an efficient and effective system for issuing building and occupancy permits.

MANAGER: Administrator, Building & Land

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Non-complex Building Permit Processing Time (% in 24 hours)	90%	95%
Complex Building Processing Time (% in 30 days)	95%	97%
Interior Demolition Permit Processing Time (% in 1 day)	90%	90%
Electrical Permit Processing Time (% in 48 hours)	90%	90%

GOAL

Revitalize Street Vending: Create a professionally managed program that would regulate and improve the operation, appearance and quality of concessions in the vending program in the District of Columbia.

MANAGER: Administrator, Business Regulations

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Outsource management of street vending program	20%	40%

GOAL

Transform Professional Licensure Processes: Develop standards to streamline and enhance the issuance of professional licenses. Having established standards, restructure operations to meet the standards

MANAGER: Administrator, Business Regulations

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Processing time to renew occupational and professional licenses	75% in 4 days	80% in 4 days

Department of Consumer and Regulatory Affairs (CRO)

GOAL

Strengthen ABC Investigations: Increase enforcement of drinking age laws by authorizing ABC investigators to obtain customer and employee identification and question employees of licensed or unlicensed establishments

MANAGER: Deputy Director, Compliance

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Increase in the number of citations for a variety of ABC violations including sales to minors, operating after hours, violating noise ordinances, etc.	30%	50%

GOAL

Create Comprehensive Regulatory Inspectors: Streamline inspections processes, eliminate duplicative and sequential inspections, and allow DCRA to redirect staff and financial resources to increased regulatory monitoring.

MANAGER: Deputy Director, Operations

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Response time to complaints of sub-standard housing (FY99-01 Percent within 3-5 days)	85%	85%
Inspections per day per inspector	8	TBD

GOAL

Nuisance Properties: Identify troubled housing units as candidates for nuisance property abatement.

MANAGER: SPECIFY MANAGER

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Nuisance properties cleaned and abated	500	1,000
Implement the Nuisance Properties database	50%	100%
Maintain vacant property tracking system	100%	100%